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Report of the Secretary-General*

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* The footnote requested by the General Assembly in resolution 54/248 was not included in the submission.

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I. Introduction

1. In its resolution 54/82 B of 6 December 1999, the General Assembly requested the Secretary-General to report to the Committee on Information at its twenty-second session, in 2000, and to the General Assembly at its fifty-fifth session, in 2000, on the activities of the Department of Public Information and on the implementation of the recommendations contained therein.

2. Nine reports were submitted to the Committee on Information at its twenty-second session, held from 1 to 12 May 2000, entitled:

(a) "Reorientation of United Nations information activities in the field of public information and communications" (A/AC.198/2000/2);

(b) "Integration of United Nations information centres with field offices of the United Nations Development Programme: a case-by-case review" (A/AC.198/2000/3);

(c) "Guidelines for the functioning of United Nations information centres integrated with field offices of the United Nations Development Programme" (A/AC.198/2000/4);

(d) "United Nations information centres in 1999: allocation of resources from the regular budget of the United Nations" (A/AC.198/2000/5);

(e) "Development of an international radio broadcasting capacity of the United Nations: progress report on the pilot project" (A/AC.198/2000/6);

(f) "Multilingual development, maintenance and enrichment of United Nations web sites" (A/AC.198/2000/7-A/AC.172/2000/4);

(g) "Proposed medium-term plan for the period 2002-2005: programme 23, Public information" (A/AC.198/2000/8);

(h) "Activities of the Joint United Nations Information Committee in 1999" (A/AC.198/2000/9);

(i) "Millennium promotional campaign" (A/AC.198/2000/10).

3. The Under-Secretary-General for Communications and Public Information offered additional substantive information in his opening statement to the Committee on Information at its twenty-second session.

4. The deliberations of the Committee on Information at that session are reflected in its report to the General Assembly.[1] The present report responds to Assembly resolution 54/82 B and updates the information already provided to the General Assembly.

II. Overview

5. Since the previous report on questions relating to information (A/54/415), the Department has continued to strengthen the communications function within the United Nations and its offices in the field in order to build broad-based global support for the Organization's critical work. The Department is working to project the United Nations as an effective and indispensable institution capable of facing the challenges of our times. The Millennium Summit and Assembly provided a unique opportunity to galvanize public interest in the role of the Organization in the twenty-first century. Essential to that effort is the ongoing "UN Works" promotional campaign, which illustrates that the United Nations is working on issues that matter to people everywhere and as a result is helping to improve their lives.

6. At the heart of the Department's strategic planning has been the development and implementation of communications strategies and promotional campaigns aimed at explaining how the Organization is addressing the main challenges of the twenty-first century, in particular those relating to peace, economic and social development and human rights. Key to the success in all of its public information outreach is the Department's commitment to embracing new communications technology as a means of exponentially enhancing the productivity of the staff and widening the impact of its activities. Innovations on the United Nations web site, which is managed by the Department, are continuing. Also, for both radio and television, increased investment in technology is essential since the Organization needs to move rapidly to a digital environment and meet the challenges of the fiercely competitive media environment in which it operates.

7. In the news area, the Department's focus is on making the United Nations a more active player in the 24-hour global news cycle in order to increase the amount of reporting worldwide on the aims and activities of the Organization. To help bridge the gap between the developed and developing countries in

their ability to access United Nations news and other information materials immediately, the Department has embarked on a project to create direct links to journalists worldwide by alerting them via electronic mail to new developments emanating from the United Nations system. In addition, the web-based United Nations News Centre provides news updates throughout the day.

8. In a related activity, the Department is currently executing a pilot project to enable United Nations Radio to produce and deliver to radio stations around the globe daily 15-minute news bulletins in all six official languages.

9. With respect to peace and security and following the release of the report of the Panel on United Nations Peace Operations (A/55/305-S/2000/809) in August 2000, the Secretary-General has already begun work on implementing the Panel's recommendations, including those related to enhancing planning and operational support for the public information components of peacekeeping operations. The relevant proposals will be part of the implementation plan that the Secretary-General will submit to the General Assembly in October 2000. The Department's ongoing activities in the area of peace and security are detailed in section VI below. The Department has continued to publicize United Nations activities and achievements in the area of development, which resulted, for example, in the worldwide media coverage of the segment of the substantive session of 2000 of the Economic and Social Council, which was devoted to information technology for development.

10. In all of its information activities, the Department is continuing to build partnerships with other members of the United Nations family, non-governmental organizations, educational institutions and the business community. Such activities include co-sponsorship of conferences, briefings, special events and exhibits on priority themes. In 2000, the number of video conferences bringing the United Nations into live contact with students and other members of civil society has more than doubled since 1999, a trend that is likely to continue.

11. The Department of Public Information is strengthening the Organization's ability to communicate at the country level through its network of United Nations information centres. The centres serve as important catalysts in bringing the United Nations message and concerns to communities all over the world, and serve as the Organization's regular direct link with editors, broadcasters and non-governmental organizations. Working with members of the United Nations system, the staff of the information centres spearhead national information strategies for the country teams, thereby enabling the Organization to speak with one voice.

III. United Nations millennium communications campaign

12. In accordance with the provision of Assembly resolution 54/82 B to formulate and implement an effective public information strategy to ensure that the Millennium Summit would enjoy broad international support, the Department has worked to maximize global public attention and build popular support for the Millennium Summit and Assembly. The twofold aim of the communications campaign has been to publicize among decision-makers and other key constituencies the Secretary-General's Millennium Report (A/54/2000), as well as special intergovernmental events, and to increase grass-roots support for the United Nations by raising awareness about its positive impact on the daily lives of people around the world. The launch of the report on 3 April 2000 (see also sections V and VII below), which was coordinated by the Department, generated unprecedented media coverage. At the same time, to maintain this momentum, the Department strived to give the visibility to the Millennium Summit in the media through a series of announcements and related events leading up to the opening of the Summit on 6 September 2000.

13. During the Millennium Summit, the Department worked intensely to convey the message that the Summit was a working meeting convened to address issues of crucial importance for all of humanity. Months of preparation made it possible for over 5,500 accredited journalists to cover the Summit and generate extensive and largely positive media coverage worldwide. Among dozens of press conferences that were organized, those by the chairpersons of the four round tables were particularly important, because they opened a window for journalists on a significant part of the Summit that was otherwise closed to the media. To enable journalists to report, record and film the multiple Summit events, the Department provided

information materials, including 6,000 press kits in French and English, as well as other services and facilities, including the specially equipped and staffed media centre.

14. Through a special arrangement with the Japan Broadcasting Corporation, Summit proceedings were shown on broadcasting stations around the world in high-definition television, and involved the first-ever use of two large-scale projection screens in the General Assembly Hall. There was overwhelming and unprecedented television coverage of the Summit events, greatly surpassing the coverage of any event held at Headquarters to date. The success of the large-scale screens led to the decision to extend their use until the end of the general debate at the fifty-fifth session and possibly beyond.

15. During the Summit, United Nations Television simultaneously operated five television channels, making this by far its most complex operation to date. Altogether, 28 cameras were used to cover multiple live simultaneous events. The television coverage was instantaneously distributed worldwide on both high-definition and standard television systems, and projected on numerous close-circuit monitors deployed around the Headquarters complex.

16. The photograph of the assembled heads of State and Government, taken through an arrangement with the Eastman Kodak Company, was immediately relayed around the world and reproduced by broadcasting stations and newspapers in all regions to provide a symbolic image of the Summit, even as its deliberations continued. The speeches in the plenary and in the Security Council Summit were made available on the United Nations web site. Live radio broadcasting and web-casting, news stories and press releases posted daily on the site, as well as the redissemination of material by the Department's information centres, also contributed to the high visibility of the Summit.

17. Through a pro bono advertising campaign created in cooperation with a leading New York-based advertising firm, posters promoting the objectives of the Summit were displayed on bus shelters, telephone kiosks and subway cars in New York City between mid-August and mid-September 2000. The campaign identified the Summit as a unique and historic meeting at which world leaders would make commitments to real goals. The elements stressed in the campaign were picked up by the international media, thus focusing attention on the Summit's goals far beyond the New York area. As part of ongoing efforts to generate goodwill among the host community, the Department suggested various ways to thank New Yorkers for hosting the Summit. As a result, the Headquarters building was specially lighted to read "Thank You NY", and a message of thanks was displayed on the marquees at various local sports arenas. Local and international media were contacted and the story received extensive and positive coverage.

18. "The UN Works" is the system-wide, global campaign developed by the Department, which aims to put a human face on the United Nations story. While the campaign began during the lead-up to the Summit, it will be central to a long-term communications strategy aimed at increasing awareness of the work of the United Nations. By linking the day-to-day work of the United Nations family with the aspirations of ordinary people, the campaign will identify each organization of the system as an integral part of the joint effort to find solutions to the world's most pressing problems. The guiding principle is to transmit the message that the United Nations works to promote peace, development, democracy and human rights; to fight poverty, hunger and disease; and to protect the environment. The Department's promotional materials and products feature stories about identifiable people benefiting from United Nations-sponsored initiatives and projects.

IV. United Nations web site

19. The United Nations web site, which has become a global information resource, now receives on average close to two million accesses daily. Those numbers were even higher during the Millennium Summit. To date, the site has been accessed from over 144 countries. As such, the total number of accesses in 2000 is expected to reach 300 million, up from 182,046,126 in 1999 and 97,048,852 in 1998. The Department has also initiated web site traffic analysis, which will reveal detailed usage patterns. It has also continued to strengthen its coordination, management and policy guidance role for the United Nations web site. In June 2000, the United Nations Publications Board approved the Internet publishing guidelines, which provide for a Working Group on Internet Matters to help the Board better coordinate and enhance United

Nations Internet publishing, as a key element of the overall publications programme. The guidelines will also contribute to unifying the image of the Organization on its web site by advising departments and offices on how best to present their information.

20. A new design was launched on 1 September 2000, allowing easier navigation and better access to United Nations information and providing the same "look and feel" to users in all official languages. Special emphasis is being placed on enhancing content in languages other than English and French, enabling the user to choose from among the six languages. The site offers a revamped index and new web pages for a number of areas, including, "Issues on the United Nations agenda", and a new page for the Secretary-General, that provides daily news on the Secretary-General's latest statements, activities and meetings, as well as fast access to recently released reports and other material, such as Op-Ed articles and photographs, as well as links to a wide range of related sources.

21. Other web pages launched over the past year focus on Bethlehem 2000, decolonization, International Youth Day, International Women's Day, Human Rights Day, World AIDS Day and the Chernobyl disaster. In addition, work is near completion on a site for the United Nations Year of Dialogue among Civilizations. To strengthen the Organization's local outreach, 32 web sites are also maintained by United Nations information centres and services in 15 languages.

22. All resolutions of the Security Council from 1946 onwards are now available online, as are resolutions of the General Assembly spanning the last 20 years. Live web-casts of the United Nations Millennium Summit, the General Assembly's general debate, special sessions of the General Assembly and the high-level segment of the substantive session of the Economic and Social Council have been provided. Beginning in June 2000, the full texts of the statements made at the special sessions of the General Assembly and during the general debate of its fifty-fifth session were made available on the site moments after their delivery.

23. The United Nations CyberSchoolBus, the Department's on-line education project, organized the Peace Flag project, in which children from around the world submitted designs for a peace flag. The winning design, chosen in cooperation with the United Nations Postal Administration, is being issued as a United Nations postage stamp. The site continues to be updated and has become an effective medium for disseminating information and resources about international affairs to diverse communities of students and educators around the world.

V. General public information activities

A. Services to the media

24. The Office of the Spokesman for the Secretary-General continued throughout the year to inform the accredited press, delegations and the public at large on the broad scope of United Nations activities. It provided a comprehensive picture of the Organization's work, ranging from political issues emanating from Headquarters and from peacekeeping and political missions in the field to newsworthy topics relating to activities of the organizations of the United Nations system.

25. Over the past year, the Office has continued to utilize Internet technology to expand the audience for its products. New sections on its web page have been designed to widen coverage of the Secretary-General's activities, including "The Secretary-General: off the cuff", which was introduced in January 2000, to allow electronic access to the Secretary-General's media encounters and press conferences both at Headquarters and around the world, which had formerly been available only in hard copy. This information complements the Secretary-General's official statements, issued as press releases. Other information, including the listing of Secretary-General's appointments, his travels, schedules of press conferences, links to key reports and fact sheets of interest to the media, is also regularly updated.

26. The Department has made important strides over the past 12 months in its stated objective to better serve the global news media. Major components of this strategy include intensified use of new communication technology, further development of the Internet, live radio and television/video feeds to broadcasters, as well as increased direct outreach to journalists in all regions. The overall goal is to bridge the gap between the developed and developing countries in their ability to access instantaneously United Nations news and other information materials and to speedily make available to media in all regions the information, direct

contacts and other materials whose real-time availability is currently limited to United Nations Headquarters and some key media centres in the industrialized countries.

27. Another element of this more global approach is to establish links between United Nations Headquarters and journalists in each region, with the assistance of information centres and services. This approach has strengthened local United Nations relations with the media, as have follow-up activities. The Department's innovative and very successful programmes of briefings for senior journalists are part of that effort, which included bringing 16 African editors and broadcasters to New York in June 2000. The programme gave them an opportunity to hear from and question senior officials of the Organization about the key challenges being addressed by the United Nations. A similar briefing programme is being arranged for Asian journalists. In launching both the Secretary-General's Millennium Report in April 2000 and the report of the Independent Panel on United Nations Peace Operations in August 2000, press briefings were conducted by a senior official via conference calls for groups of journalists from each of the world's regions. The effort to advance the United Nations perspective on issues of global concern through the worldwide placement of Op-Ed and other opinion pieces by the Secretary-General and senior officials is yielding excellent results, by direct contacts with prominent journalists either from Headquarters or from United Nations information centres. The report has also secured increased coverage of the important issues before the Organization on the editorial pages of major print media in all regions. A priority now is to develop a similar approach for major radio and television outlets.

28. The Department's 2000 training programme for broadcasters and journalists from developing countries was held from 29 August to 6 October 2000. Participants in the 2000 programme, including four sponsored by the Friedrich Ebert Foundation, were from Bahrain, Burundi, China, Colombia, Cyprus, the Democratic People's Republic of Korea, Guinea, Indonesia, the Libyan Arab Jamahiriya, Malta, Mongolia, Nicaragua, Peru, Sri Lanka, Tajikistan, Thailand, Trinidad and Tobago, the United Republic of Tanzania and Vanuatu. The session was held earlier than usual to allow the participants to cover the Millennium Summit.

29. An even more important initiative for global outreach will be the development of a fully integrated, multimedia United Nations News Service that will deliver news directly to media worldwide. The United Nations has historically been an important newsmaker on the strength of its ideas and mission, its universality and the central role it has played in helping meet the principal challenges of our time. However, in the competitive news environment that now prevails, those strengths need to be buttressed by a technological infrastructure capable of instantaneously transmitting to media worldwide the texts, images and voices emanating from the Organization. To take full advantage of the Internet's capabilities in delivering breaking news, as well as providing links to in-depth information to a global audience, the Department has continued to enhance the News Centre, which was launched on the United Nations web site in September 1999. Featuring regularly updated news stories on the latest developments at Headquarters and throughout the United Nations system, the site also serves as the gateway to a wide variety of source materials, reports, resolutions and statements, as well as to the news sites of various United Nations bodies. Existing links to radio news and to the Department's audio-visual products will be further developed on the News Centre site, reflecting the goal of making it a multimedia hub. Preparations for interactive services on or via the News Centre, such as electronic mail news alerts and feedback, are also well advanced.

30. The Department continues to offer a greater number of audio-visual products, both in the traditional and electronic media. A new audio-visual page with improved navigation tools has been launched in the six official languages. The page streams the daily United Nations radio programmes and selected radio feature programmes. It also offers downloadable broadcast-quality audio files of selected United Nations radio programmes, video streaming of "United Nations in Action" trailers and digital photographs featuring events held at Headquarters and in the field. The Internet medium will be fully harnessed not only as a channel to broadcast United Nations audio-visual products, as described above, but also as a means of effectively promoting their use around the world. While Internet availability in developing countries is still limited, surveys have shown that the media in those countries — which are the Department's target for news operations — are using the medium widely.

31. The introduction of direct radio broadcasting on a daily basis in the six official languages on the eve of the Millennium Summit, using a combination of short-wave transmission, satellite distribution, digital telephone lines and the Internet, will create a significantly higher profile for the United Nations. Guided by General Assembly resolution 54/82 B, which established this new pilot broadcast project, the Department is producing and broadcasting daily news and current affairs programmes in the six official languages five times a week, consisting of news, interviews, background reports, features, updates from peacekeeping missions and coverage of the activities of the organizations of the United Nations system. The programmes are also posted on the United Nations web site and sent to radio stations that are technologically equipped to handle electronic file transfer on the Internet. The daily 15-minute package is also sent electronically to the United Nations Mission in Sierra Leone in support of its radio broadcasting service. The Department is exploring the possibility of extending the same service to other peacekeeping missions in the field.

32. The launch of the radio pilot project has demonstrated the need for fostering close partnerships with national and regional radio networks. Consistent with the high response from the African region to the questionnaire seeking broadcasting partners for the programming of United Nations Radio, the radio pilot has initially developed a small but growing consortium of broadcasting partners in that region. In Asia, major distributors of the Chinese-language programme are China National Radio and China Radio International. Special arrangements have been made with the Caribbean Media Corporation for satellite distribution of the programme to partner radio stations in the region that have confirmed their participation. Daily rebroadcasting arrangements have been made with more than 20 radio networks in Latin America, and the list is growing. The Department, assisted by its network of field offices, continues to build and expand the network of rebroadcasting partners. The determined support of Member States and their national broadcasting networks is considered crucial to the success of the pilot.

33. United Nations Television has covered and distributed an increased number of live events at Headquarters. In an effort to provide additional images for broadcasters' news stories, the Department has made available ready-for-television footage package on key occasions as part of its overall information strategy. The launch of the Secretary-General's millennium report to the General Assembly in April was a prominent example of the proactive and multi-pronged information strategy now being undertaken by the Department, in close coordination with its information centres in the field.

34. The fourth annual United Nations World Television Forum, on the theme "Mirror or map: the impact of television on peace and development", was held at Headquarters on 18 and 19 November 1999; it was organized by the Department, with the support of the Permanent Missions of Italy and Japan to the United Nations. The Forum was co-sponsored by a number of national and international broadcasting organizations. The two-day event brought together television professionals, policy makers and United Nations officials, with a total of more than 750 participants from over 80 countries around the world. The fifth Forum, to be held on 16 and 17 November 2000, is to focus on the convergence of television, digital technology and the Internet.

B. Outreach to non-governmental organizations and educational institutions

35. During the past year, the Department continued to develop innovative ways to communicate with its 1,600 associated non-governmental organizations. Concerted outreach through new information technologies to non-governmental organizations beyond United Nations Headquarters and through the United Nations information centres has significantly enhanced the number of participants in the regular programme of events. High quality video conferencing and live web-casting were arranged to disseminate interactive broadcasts of the weekly briefings for representatives of non-governmental organizations, the annual Department's non-governmental organizations' conference and the Millennium Forum, which was held from 22 to 26 May 2000. The Department's fifty-third annual conference for non-governmental organizations was held from 28 to 30 August 2000, on the theme "Global solidarity: the way to peace and international cooperation". Over 1,700 representatives of 465 organizations from 58 countries participated. President Abdelaziz Bouteflika of Algeria addressed the

Conference, marking the first time that a sitting head of State has participated in this premiere annual event for non-governmental organizations.

36. In addition to the weekly briefings for representatives of non-governmental organizations at Headquarters, which continue to attract a steady audience of some 200 people, the Department introduced in 2000 a series of communications workshops for non-governmental organizations, to assist them in creating an informed understanding of the work of the Organization. There has been unprecedented interest in association with the Department, requiring the review of more than 450 applications over the past year. Since September 1999, 60 additional non-governmental organizations have been granted association with the Department. In May 2000, the Department held its annual orientation programme for newly associated non-governmental organizations and newly appointed representatives, with 90 representatives from 13 countries attending the two-day event.

C. Services to the public

37. During the reporting period, the Department has continued the upgrading of the guided tour route and enhancing the experience of visitors to United Nations Headquarters. Several exhibits along the tour route have been updated, such as those on peacekeeping, decolonization and Palestine. The disarmament exhibit is currently undergoing a major renovation, due for completion by Disarmament Week, to be observed in October 2000. Designed to graphically reflect the historical background, current concerns and involvement of the United Nations in this critical issue, the exhibit will also be relocated to an area better suited to the traffic and information flow of guided tours. Proposals for a wider and innovative approach to the overall visitor experience are currently under consideration, including proposals for renovations outlined in the Headquarters capital master plan.

38. Many of the groups taking the tours also participate in briefing programmes organized by the Department. In the past year, as part of its activities leading up to the Millennium Summit and Assembly, the Department hosted the first International Model United Nations, attended by over 300 university students from 35 different countries. Although the interest in such programmes continues to grow, the availability of conference space has continued to decrease, limiting the Department's ability to meet the growing needs. While looking into the possible solutions to this problem, the Department is increasingly using video conferencing as a means of allowing United Nations officials to address schools and other groups throughout the host country and beyond.

39. To reach out to young people, the Department continues to develop and strengthen partnerships with educational and other non-governmental organizations. It has been working closely with the United Nations Association of the United States (UNA-USA), the New York City Board of Education and web-based organizations, such as i*Earn and ePals Classroom Exchange, as well as using the CyberSchoolBus. Among the joint programmes have been teachers' workshops, programmes for students and projects over the Internet, which are often linked to specific observances. The Department is now producing a series of background papers for students on several issues highlighted in the Secretary-General's Millennium Report, with contributions from organizations of the United Nations system. Similarly, UNA-USA and the Department are preparing a video and curricular materials for model United Nations programmes.

40. Special events and programmes planned and coordinated by the Department have continued to build partnerships through co-sponsorships, both within the United Nations system and with civil society. In December 1999, the observance of World AIDS Day, on the theme "The children left behind", was organized by the Department in co-sponsorship with the Joint United Nations Programme on HIV/AIDS (UNAIDS), the United Nations Children's Fund (UNICEF), the United Nations Development Programme (UNDP), the United Nations Population Fund, the World Bank, the White House Office of National AIDS Policy and several non-governmental partners. The observance was also web-cast live on the Internet. An observance of World Press Freedom Day on 3 May 2000 marked the twentieth anniversary of the establishment of the Department's annual training programme for broadcasters and journalists from developing countries, with a panel discussion on the theme "Reporting the news in a dangerous world: the role of media in conflict settlement, reconciliation and peace-building", in which several alumni of the programme participated.

41. Between fall 1999 and the Millennium Summit, the Department organized 34 exhibits at United Nations Headquarters, many involving innovative partnerships with both the private and the public sectors, as well as with the organizations of the United Nations system. Particularly notable was the United Nations millennium exhibition in aid of UNICEF, organized by the Department, the Permanent Mission of the United Kingdom of Great Britain and Northern Ireland and private sponsors, with the Secretary-General acting as Patron. The exhibit of 130 paintings was gathered from what was recorded as the largest-ever worldwide painting competition, with 22,500 contestants from 51 countries. Over 1,200 images from the historic book Migrations, depicting human conditions at the opening of the twenty-first century and portraits of refugee children from crisis areas around the globe, was displayed in the Public Lobby at Headquarters during the period leading to the Millennium Summit. In the field, United Nations information centres, as part of their regular work programme, arranged exhibitions of various kinds, both in connection with special events and to draw attention to core mandates.

VI. Thematic information programmes

42. The special sessions of the General Assembly and other events held during the past 12 months in follow-up to the series of global conferences on development issues held during the 1990s provided opportunities for the Department to mobilize public opinion in support of the issues addressed by these meetings. In particular, the Department mounted a global information programme to promote the twenty-third special session of the General Assembly, entitled "Women 2000: gender equality, development and peace for the twenty-first century". The United Nations information centres and services led the public information activities in the field, including translation and dissemination of materials into local languages and organization of events for diverse local audiences.

43. Similarly, the Department conducted a successful global campaign to promote the issues before the twenty-fourth special session of the General Assembly, entitled "World Summit for Social Development and beyond: achieving social development for all in a globalizing world", held at Geneva from 26 June to 1 July 2000, resulting in widespread interest by the media and civil society organizations on this event. A similar media campaign was also developed for the Tenth United Nations Congress on the Prevention of Crime and the Treatment of Offenders. The Department also played a major role in media outreach for the Tenth Quadrennial United Nations Conference on Trade and Development, held at Bangkok from 12 to 20 February 2000.

44. The Department has also worked to publicize new issues of priority on the United Nations agenda, including the promotion of information technology for development and the Secretary-General's global compact with business, labour and civil society. For example, for the substantive session of 2000 of the Economic and Social Council, the Department coordinated a ground-breaking information technology exhibit, bringing together the private sector and organizations of the United Nations system. As part of its promotional campaign leading to the session, the Department produced a five-month series of press bulletins and an original video production. For the global compact meeting held on 26 July 2000, the Department played a strategic role in contacting the media and organizing press conferences and panel presentations. In support of the global compact, in 1999 the Department published a book entitled *The United Nations and Global Commerce*. Drawing on interviews with officials inside and outside the United Nations system, *Development Update*, the Department's bi-monthly newsletter, has also provided readers with authoritative analyses of the Secretary-General's global compact and of the urgent but often overlooked demand for jobs for the rapidly expanding youth segment of the population of the developing world.

45. The Department continued to promote priority issues relating to human rights, in particular the issue of racism. On the occasion of Human Rights Day 1999 (10 December), the Department organized an intensive briefing session in Geneva, covering human rights and issues related to the 2001 World Conference against Racism. Twelve senior journalists and editors from media covering developing countries took part in the briefing. Regarding indigenous people, media were alerted to the priority issues of the International Decade of the World's Indigenous People, particularly in connection with the decision of the Economic and Social Council to establish a permanent forum for indigenous issues.

46. In the area of peace and security, the Department has continued to publicize through a variety of media the work of United Nations peacekeeping and peacemaking operations, as well as disarmament activities. It has also continued to provide operational support to the public information components of peacekeeping and other field missions, beginning at the planning stages of such operations. The Department produces the monthly *Background Note on Peacekeeping*, providing an overview of all current peacekeeping missions, which is distributed in hard copy and posted on the Internet. An interactive map of Africa on peacemaking, peacekeeping and peace-building was developed for posting on the web. The Department also continues to maintain and update web pages on current United Nations peacekeeping operations, including those in Kosovo, East Timor, Sierra Leone, and the Democratic Republic of the Congo. In July 2000, the Department participated in the reconnaissance mission to Ethiopia and Eritrea and is now assisting in the establishment of the new mission's public information component, including development of recommendations on public information strategy, staffing and equipment requirements. Regarding Sierra Leone, the Department recruited additional information officers for the mission and provided them with the necessary technical and logistical support to maintain its radio broadcasting service.

47. In May 2000, the Department led a news mission to East Timor, as part of its continuing efforts to publicize the nation-building activities by the United Nations Transitional Administration in East Timor (UNTAET). For the first anniversary of the popular consultation, the Department recorded a message by the Secretary-General to the people of East Timor, which was aired locally on UNTAET radio and television. In addition, the Department produced a booklet entitled "The United Nations and East Timor: self-determination through popular consultation". The Department's travelling exhibit on United Nations peacekeeping has visited a number of locations, where local United Nations information centres were often instrumental in securing funding for the shipment of the exhibit components and handling logistics. In Accra, the Secretary-General opened the first African venue of the exhibition at a formal state ceremony held on 7 July 2000. A portion of the exhibit will remain in Ghana to be used at the Kofi Annan International Peacekeeping Training Centre, while the main exhibition will travel later in 2000 to Harare and Addis Ababa.

48. In accordance with relevant resolutions of the General Assembly, the Department has continued its ongoing special information programme on the question of Palestine. As requested by the Committee on the Inalienable Rights of the Palestinian People, it completed a database of videos produced since 1948 on this issue. Earlier in 2000, it launched the Arabic, English and French-language versions of the Bethlehem 2000 web site in support of the Bethlehem 2000 project. As has been the case each year since 1995, from 1 October to 30 November 2000 the Department is organizing a training programme at Headquarters for Palestinian journalists and broadcasters, aimed at strengthening the participants' professional skills and knowledge of the Organization.

VII. United Nations Information centres

49. The past year has provided many opportunities for the United Nations information centres, services and United Nations offices to demonstrate their strength as the local voice of the Organization. They were increasingly active in placing Op-Ed articles by senior officials in leading newspapers and in responding to media queries on a wide range of issues. The centres have recorded a significant growth in demand for information on social issues, spurred in part by the recent special sessions of the General Assembly. The centres actively publicized the Secretary-General's millennium message and Millennium Report, as well as the Millennium Summit and Assembly. The Millennium Report was launched "live" by more than 12 centres receiving real-time video and audio feeds from Headquarters. Other centres used taped versions of the press conference or translated copies of the report for workshops, seminars and briefings involving Government officials, parliamentarians, the media, non-governmental organizations, educators, students and business leaders. Coordination and partnerships with other local United Nations offices has been steadily growing. Often spearheading the information strategy of all the locally represented organizations of the United Nations system, the information centres used their professional information skills and extensive contacts to publicize or generate interest in the local activities of the system

as a whole. The centres also provided invaluable assistance to the organizations of the system in local launches of major reports and other communications activities.

50. The Department has continued to enhance the technical capabilities of the information centres through the provision of equipment and training. The greater availability of scanners, digital cameras, compact disk writers and desktop publishing software has allowed the centres to create attractive information materials "in-house", while Internet connections, now established with all centres, have ensured the speediest possible transmission of information to the field. Supplementing the print and audio-visual information materials disseminated by traditional means, an ever-increasing number of centres, currently 32, offered major United Nations news and reports on their web sites, often maintained in local languages. Increasingly, the information centres reached out to share their technological know-how with key partners, by giving researchers access to the Organization's electronic databases or by training media professionals in retrieving United Nations information.

51. As requested by the General Assembly, a series of meetings at Headquarters over the past year have resulted in a case-by-case survey of the integrated information centres and in the elaboration of operational guidelines for their work. The Department has continued to monitor the activity level of the integrated centres, both from Headquarters and by means of field visits, and has taken appropriate action whenever required. In recognition of the important role played by resident coordinators, who also serve as centre Directors, the Department and UNDP invited them to a meeting of centre Directors held at Headquarters in March 2000, which provided a unique opportunity for the Directors from both the Department and UNDP to share experience and be briefed by senior officials.

VIII. Library and cartographic services

A. Library services

52. The Dag Hammarskjöld Library is continuing to move in the direction of a virtual library, with a focus on the delivery of electronic information, support for multilingualism and outreach to depository libraries. At the same time, to the extent that its resources permit, it continues to purchase monographs, serials and hard copy reference tools. The Library's presence on the Internet is increasing and its web page is now also available in Spanish. The United Nations Documentation Research Guide (http://www.un.org/Depts/dhl/resguide) is now available in English, French and Russian, with work on its translation into the remaining official languages well advanced. The Library's major databases are available on a web platform, known as UNBISNet, which is available to official users, depository libraries and non-governmental organizations and, as of September 2000, also to the general public worldwide. The Library's digitization programme continues, with 6,981 General Assembly and Security Council documents uploaded to the optical disk system between July 1999 and June 2000.

53. In another effort to promote multilingualism and facilitate access to United Nations information on-line, the Library has made substantial progress in translating its United Nations Bibliographic Information System Thesaurus into Arabic, Chinese and Russian. It is envisioned that the data will be ready during the first quarter of 2001, and a software package that would permit full Thesaurus capability simultaneously in all scripts is currently being sought. In order to make commercial on-line services readily available to Secretariat staff and the permanent missions at concessional prices, the Library continues to manage the United Nations System Consortium. The number of participants in this joint endeavour currently stands at 40.

54. As part of its effort to strengthen the United Nations connection to civil society partners, the Library has enhanced its outreach programme for depository libraries through increased training and dissemination activities. Since mid-1999, workshops have been organized in Beirut, Islamabad and Moscow in cooperation with the local information centres, with the Beirut session conducted in Arabic and the Moscow session in Russian. Fifty depository librarians from 25 countries in those regions took part in the workshops. Also, the range of the *News Updates* service for depository libraries has been broadened substantially, and some 20 messages are sent each month to alert depository libraries to major United Nations events and products. Feedback on this expanded service has been positive, with libraries reporting that they are

redisseminating this information to their patrons through postings on their bulletin boards and web sites. The Library has also established an additional outreach programme for depository libraries, consisting of the full-text transmission of selected material in the official languages.

55. Access to electronic resources has intensified the demands placed on Library staff for information and documentation. To facilitate direct access to the materials available on-line, the Library has diversified its training programmes for permanent mission, Secretariat and non-governmental organizations' staff to include basic and advanced-level classes in documentation and retrieval of information from the Internet. Close to 500 users received training between July 1999 and June 2000.

B. Cartographic services

56. The Department has continued to improve and expand both its cartographic and geographic services, with map-preparation activities continuing to focus on revisions of peacekeeping and general-purpose maps. A number of new maps have also been developed, the most noteworthy being the map depicting the withdrawal line of Israeli forces from Lebanon.

57. A key initiative has been the formal establishment of the United Nations Geographic Information Working Group in March 2000. Under the auspices of the Consultative Committee on Programme and Operational Questions of the Administrative Committee on Coordination, the Working Group coordinates activities and formulates policies of the United Nations system concerning geographic information. One of the principal objectives of the Working Group is to undertake the development and maintenance of a common United Nations geographic database, which is recognized as a crucial capacity-building effort that will revolutionize the way in which the Organization manages geographic information, with added benefits for many developing nations.

IX. Publications Board and marketing of publications

58. The Publications Board continues to monitor the 2000-2001 consolidated publications programme of the United Nations. As to the sales of United Nations publications, an excess of income over expenditure of US$ 1.39 million was generated for the 1998-1999 biennium and gross sales increased to US$ 18.7 million. Over the past year, the Department has undertaken a wide range of promotional activities, including the release of the United Nations Publications Catalogue 2000 in both English and Spanish and the mailing of over 350,000 promotional brochures. The first catalogue in Arabic was also produced. More than 70 advertisements were placed in academic, library and general interest media, and book displays were set up at over 30 book fairs and professional conferences.

59. Traditional methods of promoting publications are increasingly being supported by the Internet, which continues to generate a higher volume of sales. During the past year, the United Nations publications web page was expanded to include sites to promote the publications of a number of United Nations programmes and funds. The year also saw the start of subscription sales to the United Nations Treaty Collection, a service that was developed in cooperation with the Office of Legal Affairs. A total of 24 new co-publication and reprint contracts relating to United Nations publications were concluded during the period under review, including a number of new titles translated into Chinese, Russian and Japanese.

X. Publishing activities

60. The Department continues to actively seek partners among influential public figures and policy makers in all regions for the work produced by the United Nations information programme on Africa, and has worked vigorously to ensure the broadest readership for information and analyses that are intended to assist in transforming Africa's prospects for development, peace and security. For example, an analysis of the position of African Governments on issues on the agenda of the World Trade Organization, published in *Africa Recovery* in December 1999, was sent in advance to influential media outlets in most English-speaking countries in Africa. The majority of papers that were approached accepted and published the story.

61. The Department has updated a number of its publications, using feedback from target audiences, wherever possible. A new edition of *UN in Brief* has been produced and the updated text in English, French

and Spanish was posted on the United Nations web site prior to its publication. An updated edition of the popular *Basic Facts about the United Nations* is currently in production.

62. This year, the *UN Chronicle* has continued to expand its successful format of providing in-depth coverage of a range of specific subjects, particularly in the context of the new millennium, which has spurred the imagination and ideas of a number of eminent writers, both within and outside the Organization. These developments are complemented by the expansion of the on-line edition of the publication, which is now also available in French. Offering electronic links for questions related to articles as well as the United Nations as a whole, the magazine's web page provides a forum for the global public to learn about and support the work of the Organization.

63. The fifty-first volume of the *Yearbook of the United Nations*, covering all major activities of the United Nations during 1997, was published in 2000. Work is currently under way on the 1998 and 1999 editions, while negotiations with an external vendor to issue the first 50 volumes of the Yearbook on CD-ROM are ongoing.

64. During the past year, Development Business continued its bimonthly publication in partnership with the World Bank, the Inter-American Development Bank, the African Development Bank and other leading lending institutions within and outside the United Nations system. The publication is issued in English but also contains notices in French, Spanish and Portuguese. During the period under review, its five products included the print and on-line versions of *Development Business*, as well as two *Monthly Operation Summaries* of the World Bank and the Inter-American Development Bank and a *Quarterly Operation Summary* of the African Development Bank.

65. Working closely with the Office of Legal Affairs, the Department provided support to the initiative of the Secretary-General in the promotion of international rule of law. The book *Millennium Summit Multilateral Treaty Framework: An Invitation to Universal Participation* was produced in English and French to highlight the unique opportunity for heads of State and Government to recommit their countries to the multilateral treaty framework during the Millennium Assembly.

Notes

[1] *Official Records of the General Assembly, Fifty-fifth Session, Supplement No. 21* (A/55/21).

Annex

Major activities of the Department of Public Information in accordance with General Assembly resolution 54/82 B

I. Institutional publications

	DPI Sales Other No. or symbol
1. "Discovering the UN", for children (March 2000, English, with Bengali and Japanese translations)	2006/Rev.1
2. "Everything you always wanted to know about the United Nations", for high school students (February 2000, English)	1888/Rev.1
3. "This is the United Nations" (December 1999, English)	1938/Rev.1
4. "The UN web site" (September 1999, English)	2033
5. *UN Chronicle*, vol. XXXVI, Nos. 3 (October 1999, English and French) and 4 (January 2000, English and French), and vol. XXXVII, Nos. 1 (June 2000, English and French) and 2 (August 2000, English and French)	
6. *Yearbook of the United Nations*, vol. 51 (1997, English)	E.00.I.1
7. General Assembly press kit (August 2000, English and French)	2126
8. Annual report of the Secretary-General on the work of the Organization (September 1999, English, French and Spanish; October 1999, Arabic, Chinese and Russian)	2153
9. "International Court of Justice", booklet (August 2000, Chinese and English	2065
10. *Image and Reality* (March 2000, Chinese)	2003
11. "Facing the humanitarian challenge: towards a culture of prevention", introductory text to the annual report of the Secretary-General, booklet (September 1999, English and French)	2070
12. *The Question of Intervention*, collection of essays by the Secretary-General (January 2000, English and French; March 2000, English report)	2080
13. "We the peoples, the role of the United Nations in the twenty-first century", report of the Secretary-General to the Millennium Summit (March 2000, English and French)	2103
14. "United Nations conferences and observances", reference paper, (February 2000, English and French)	No. 39
15. "Charter of the United Nations", booklet (January 2000, English, French and Spanish reprint)	511
16. "Agenda for Development", booklet (February 2000, English reprint)	1622
17. "United Nations system chart" (revised edition, March 2000, English and French)	2079
18. *United Nations Documents Index*, parts 1-4 (English)	ST/LIB/SER.N/3
19. *United Nations Documents Index*, part 1 (English)	ST/LIB/SER.N/4
20. *Index to Proceedings of the General Assembly, Fifty-second Session*, parts 1 and 2 (1997) (English)	ST/LIB/SER.B/A.57

	DPI/Sales Other No. or symbol
21. *Index to Proceedings of the General Assembly, Fifty-third Session*, parts 1 and 2 (1998) (English)	ST/LIB/SER.B/A.58
22. *Index to Proceedings of the General Assembly, Twentieth Special Session* (1998) (English)	ST/LIB/SER.B/A.56
23. *Index to Proceedings of the Economic and Social Council, Fifty-third Year* (1998) (English)	ST/LIB/SER.B/E.75

II. Thematic publications activities

A. Millennium Summit

	DPI/Sales Other No. or symbol
1. "Millennium Summit of the United Nations", poster (December 1999, multilingual)	2090
2. "Millennium Summit of the United Nations", press kit (August 2000, English and French)	2140
3. "Millennium Summit to seek action on United Nations Role in 21st Century", background document for the Millennium Summit press kit (August 2000, English and French)	2141
4. "World leaders invited to sign key treaties at United Nations Millennium Summit", background document for the Millennium Summit press kit (August 2000, English and French)	2142
5. "Millennium Forum Action Plan adds people's voice to Summit debate" background document for the Millennium Summit press kit (August 2000, English and French)	2143
6. "Tarja Halonen, Co-Chair of the Millennium Summit", biographical note for the Millennium Summit press kit (August 2000, English, French)	2144/A
7. "Sam Nujoma, Co-Chair of the Millennium Summit", biographical note for the Millennium Summit press kit (August 2000, English, French)	2144/B
8. "The global compact: enlisting corporations and civil society", background document for the Millennium Summit press kit (August 2000, English and French)	2145
9. "Media schedule of meetings, events and special press conferences", background document for the Millennium Summit press kit (August 2000, English and French)	2146
10. "First on the ground: communications in disaster relief operations", background document for the Millennium Summit press kit (August 2000, English and French)	2147/A
11. "Health network: a partnership for public health", background document for the Millennium Summit press kit (August 2000, English and French)	2147/B
12. "Bridging the digital divide: global volunteer corps", background document for the Millennium Summit press kit (August 2000, English and French)	2147/C

	DPI Sales Other No. or symbol
13. "Kofi A. Annan, Secretary-General of the United Nations", biographical note for the Millennium Summit press kit (August 2000, English and French)	2148
14. "We the peoples: the role of the United Nations in the twenty-first century", brochure for the Millennium Summit (April 2000, English; August 2000, English, French and Spanish reprint)	2110
15. "Secretary-General's message on the Millennium Assembly and Millennium Summit", speech (December 1999, Arabic, Chinese, English, French, Russian and Spanish)	2083
16. "The United Nations works for polio", poster (August 2000, English, French and Spanish)	2128
17. "The United Nations works for girl's education", poster (August 2000, English, French and Spanish)	2131
18. "The United Nations works for endangered species", poster (August 2000, English, French and Spanish)	2132
19. "The United Nations works for women's literacy", poster (August 2000, English, French and Spanish)	2133
20. "The United Nations works for children's immunization", poster (August 2000, English, French and Spanish)	2134
21. "The United Nations works for the environment", poster (August 2000, English, French and Spanish)	2135
22. "The United Nations works for economic development", poster (August 2000, English, French and Spanish)	2136
23. "The United Nations Works: HIV/AIDS" poster (August 2000, English, French and Spanish)	2137
24. "The United Nations works for human rights/child labour", poster (August 2000, English, French and Spanish)	2138
25. "The United Nations works for refugees", poster (August 2000, English, French and Spanish)	2139
26. "We the peoples: the role of the United Nations in the twenty-first century", press kit (March 2000, English/French)	2104
27. Executive summary for the "We the peoples: the role of the United Nations in the twenty-first century" press kit (March 2000, English/French)	2107
28. List of contacts for the "We the peoples: the role of the United Nations in the twenty-first century" press kit (March 2000, English/French)	2109
29. "United Nations Secretary-General Kofi Annan offers twenty-first century action plan", background document for the "We the peoples: the role of the United Nations in the twenty-first century" press kit (March 2000, English/French)	2106
30. "Key proposals" background document for the "We the peoples: the role of the United Nations in the twenty-first century" press kit (March 2000, English/French)	2108
31. "UN Secretary-General Kofi Annan Offers 21st Century Action Plan ..." background document for the "We the peoples: the role of the United Nations in the twenty-first century" press kit (March 2000, English/French)	2083/Rev.1

B. Human rights

	DPI Sales Other No. or symbol
1. "A children's version of the Universal Declaration of Human Rights", booklet (October 1999, English)	2071
2. "Mid-point of United Nations Decade reflects action on indigenous issues", background document for the International Decade of the World" Indigenous People (October 1999, English; March 2000, French and Spanish)	2067
3. "The significance of land to indigenous people", background document for the International Decade of the World's Indigenous People (October 1999, English; March 2000, French and Spanish)	2068
4. "United Nations working group focuses on indigenous populations", background document for the International Decade of the World's Indigenous People (October 1999, English; March 2000, French and Spanish)	2069
5. "World Conference against Racism, Racial Discrimination, Xenophobia and related intolerance", brochure (December 1999, English; February 2000, French and Spanish; revised edition, June 2000, English)	2091 2091/Rev.1
6. "A historical perspective: getting from here to there", fact sheet (February 2000, English, French and Spanish)	2093
7. "Why a world conference now?", fact sheet (February 2000, English, French and Spanish)	2094

C. Peace and security

	DPI Sales Other No. or symbol
1. Background note on peacekeeping operations (November 1999, English; December 2000, English update; February 2000, English update; 1 March 2000, English/French update; 20 March 2000, English update; June 2000, English update; August 2000, English/French update)	1634/Rev.10-16
2. "The United Nations and East Timor" (August 2000, English; forthcoming, Portuguese, Bahasa Indonesia and Tetun)	2152
3. Press kit on the Panel on United Nations Peace Operations, five inserts (August 2000, English/French)	
4. "United Nations peacekeeping timeline", brochure update (August 2000, English)	2149
5. Background note on United Nations political and peace-building missions (August 2000, English/French)	

D. Economic and social development

	DPI Sales Other No. or symbol
1. *Development Business*, bimonthly, Nos. 503-525 (English, Spanish, French and Portuguese)	
2. "The United Nations General Assembly special session on the implementation of the outcome of the World Summit for Social Development and further initiatives", brochure (May 1999, English; September 1999, French)	2037
3. "United Nations global programme on money-laundering", booklet (September 1999, Russian)	2010

Twenty-third Special Session of the General Assembly, entitled "Women 2000: gender equality, development and peace for the twenty-first century"

	DPI Sales Other No. or symbol
4. United Nations General Assembly special session entitled "Women 2000: gender equality, development and peace for the twenty-first century", poster (January 2000, English)	2036
5. "United Nations General Assembly special session on women 2000", press kit (June 2000)	2035
6. "The feminization of poverty", fact sheet (June 2000, English, French and Spanish)	2035/A
7. "Education and training of women", fact sheet (June 2000, English, French, Spanish)	2035/B
8. "Women and health", fact sheet (June 2000, English, French, Spanish)	2035/C
9. "Violence against women", fact sheet (June 2000, English, French and Spanish)	2035/D
10. "Women and armed conflict", fact sheet (June 2000, English, French and Spanish)	2035/E
11. "Women and the economy", fact sheet (June 2000, English, French and Spanish)	2035/F
12. "Women in power and decision-making", fact sheet (June 2000, English, French and Spanish)	2035/G
13. "Institutional mechanisms for the advancement of women", fact sheet (June 2000, English, French and Spanish)	2035/H
14. "Human rights of women", fact sheet (June 2000, English, French and Spanish)	2035/I
15. "Women and the media", fact sheet (June 2000, English, French and Spanish)	2035/J
16. "Women and the environment", fact sheet (June 2000, English, French and Spanish)	2035/K
17. "The girl child", fact sheet (June 2000, English, French and Spanish)	2035/L

	DPI Sales Other No. or symbol
18. "The four global women's conferences 1975-1995: historical perspective", background document (June 2000, English, French and Spanish)	2035/M
19. Background document (June 2000, English, French and Spanish)	2035/N
20. List of United Nations senior staff for the special session (June 2000, English, French and Spanish)	2035/O
21. "Women in the United Nations", fact sheet (June 2000, English, French and Spanish)	2035/P
22. Logo repro sheet for the special session (April 2000, multilingual)	
23. "Action for gender equality and the advancement of women", booklet (April 2000, English, French, Spanish)	2112
24. "End discrimination against women", brochure (December 1999, English; March 2000, French)	995/R.3
• • •	
25. *Development Update*, newsletter (September 1999 and January, April and June 2000, English)	1452
26. "Convention on the Elimination of All Forms of Discrimination against Women", revised booklet (December 1999, English)	993/R.2
27. "World Conference against Racism, Racial Discrimination, Xenophobia and Related Intolerance, South Africa, 2001" brochure (December 1999, English and French)	2091
28. Address of the Secretary-General to the third ministerial meeting of the World Trade Organization on 30 November 1999, press release and speech (November 1999, English)	
29. "United Nations General Assembly special session on the implementation of the outcome of the World Summit for Social Development and further initiatives", press kit (May 2000, English and French)	2086
30. "Social Summit +5: advancing the social development agenda", background document, press kit (May 2000, English and French)	2096
31. "Social Summit seen as starting process of change", background document, press kit (May 2000, English and French)	2099
32. "Social Summit special session seeks solutions to globalization woes", background document, press kit (May 2000, English and French)	2100
33. "New responsibilities urged for business in the global economy" background document, press kit (May 2000, English and French)	2101
34. "Progress slow in meeting health and education goals", background document, press kit (May 2000, English and French)	2116
35. "Statistical snapshot of social development, background document, press kit (May 2000, English and French)	2117
36. "Working for a living is harder in the global economy", background document, press kit (May 2000, English and French)	2118

	DPI Sales Other No. or symbol
37. "Footing the bill for social development", background document, press kit (May 2000, English and French)	2119
38. "Social guidelines proposed for global financial institutions"; background document, press kit (May 2000, English and French)	2120
39. "United Nations General Assembly special session on the implementation of the outcome of the World Summit for Social Development and further initiatives", poster (March 2000, English)	2087
40. "The United Nations and business", press kit (October 1999, English)	2074
41. "Contribution of the United Nations system to commercial order and openness", background document for "The United Nations and Business" press kit (October 1999, English)	2074/A
42. "The United Nations: a stabilizing force in the world economy"; background document for "The United Nations and business" press kit (October 1999, English; April 2000, reprint)	2074/B
43. "Business: United Nations statement on a global compact", background document for "The United Nations and business" press kit (October 1999, English)	2074/C
44. "The global compact", background document for "The United Nations and business" press kit (October 1999, English)	2074/D
45. "Win-win solutions", background document for "The United Nations and business" press kit (October 1999, English)	2074/E
46. "The global compact: shared values for the global market", brochure for the "The United Nations and business" and "The global compact" press kits (October 1999, English, reprints: December 1999, April 2000)	2075
47. "The global compact" press kit (December 1999, English)	2092
48. "The global compact and the Office of the United Nations High Commissioner for Human Rights", fact sheet for "The global compact" press kit (December 1999, English; April 2000, reprint)	2092/A
49. "The global compact and the United Nations Environment Programme", fact sheet for "The global compact" press kit (December 1999, English; April 2000, reprint)	2092/B
50. "The global compact and the ILO", fact sheet for "The global compact" press kit (December 1999, English; April 2000, reprint)	2092/C
51. "Address of Kofi Annan to the World Economic Forum in Davos, Switzerland", for "The global compact" press kit (April 2000, English)	
52. "Guidelines for use of the logo", background document for the Third United Nations Conference on the Least Developed Countries (May 2000, English)	2124
53. "Logo for the Third United Nations Conference on the Least Developed Countries", repro sheet (July 2000, multilingual)	2156

	DPI Sales Other No. or symbol
54. "Economic and Social Council 2000: information technology for the world", brochure (May 2000, English; July 2000, English, French and Spanish revisions)	2115
55. "50 years of international development cooperation by the United Nations system", brochure (June 2000, English)	2150
56. "International Narcotics Control Board" report and press kit, prepared by the United Nations Information Service, Vienna (February 2000, English)	
57. "Tenth United Nations Congress on the Prevention of Crime and the Treatment of Offenders", press kit (March 2000, English, French and Spanish)	2088
58. "Offenders have rights: but do victims?", background document, press kit (March 2000, English, French and Spanish)	2088/A
59. "The cost of corruption", background document, press kit (March 2000, English, French and Spanish)	2088/B
60. "Preventing crime and cutting its costs", background document, press kit (March 2000, English, French and Spanish)	2088/C
61. "Draft United Nations Convention against transnational organized crime", background document, press kit (March 2000, English, French and Spanish)	2088/D
62. "List of contact points", press kit (March 2000, English, French and Spanish)	2088/E
63. "Fighting transnational organized crime", background document, press kit (March 2000, English, French and Spanish)	2088/F
64. "Pino Arlacchi, United Nations Under-Secretary-General", biographical note, press kit (March 2000, English, French and Spanish)	2088/G
65. "Crime-fighting on the net", background document, press kit (March 2000, English, French and Spanish)	2088/H
66. "New global treaty to combat 'Sex slavery' of women and girls", background document, press kit (March 2000, English, French and Spanish)	2098
67. "Tenth United Nations Congress on the Prevention of Crime and the Treatment of Offenders", brochure (January 2000, English, French and Spanish)	2095
68. "Tenth United Nations Congress on the Prevention of Crime and the Treatment of Offenders", poster (February 2000, English)	2089
69. "UN Contacts G-8 on information technology gap", press release (June 2000, English)	
70. "UN establishes permanent forum for indigenous people", press release (July 2000, English)	
71. "UN development cooperation at millennium crossroads", press release (July 2000, English)	
72. "UN to set up task force for global information and communication technology expansion", press release (July 2000, English)	
73. "Information technology summit convenes 5 to 7 July 2000 at the UN", press release (July 2000, English)	

	DPI Sales Other No. or symbol
74. "Exhibits at UN to bring information technology to the world" press release (July 2000, English)	
75. "UN Panel states what it will take to conquer the digital divide", press release (July 2000, English)	
76. "UN hosts Bretton Woods finance ministers, on 18 April 2000, in talks on international financial stability", press release (April 2000, English)	
77. "The United Nations and global commerce", booklet (September 1999, English)	2039
78. "Convention on the Elimination of All Forms of Discrimination against Women", revision (December 1999, English and French)	993/R.2
79. "Agenda agreed on financing for development global meeting 2001", press release (May 2000, English)	
80. "Needed: two billion jobs", fact sheet (September 1999, English/French)	
81. "World Economic and Social Survey 2000", press release (July 2000, English)	
82. "Secretary-General's message to the World Trade Organization ministerial meeting" (November 1999, English)	

E. Africa recovery

	DPI Sales Other No. or symbol
1. *Africa Recovery* (quarterly periodical), vol. 13, Nos. 1 (June 1999, English and French), 2/3 (September 1999, English and French), and 4 (December 1999, English and French); vol. 14, Nos. 1 (April 2000, English and French) and 2 (July 2000, English and French)	
2. *Perspectives on Africa's Development*, produced in cooperation with ECA (May 2000)	

F. Palestine and decolonization

	DPI Sales Other No. or symbol
1. "New web site on decolonization launched 18 February", press release (18 February 2000, English/French)	GA/COL/3023 PI/1225
2. "Special Decolonization Committee to hold Pacific regional seminar in Marshall Islands, 16 to 18 May", press release (11 May 2000, English/French)	GA/COL/3027 PI/1249
3. "Decolonization Committee concludes Pacific regional seminar in Majuro, Marshall Islands", press release (22 May 2000, English/French)	GA/COL/3029
4. "UN photo exhibit on question of Palestine opens at UNESCO on 29 May 2000", press release (19 May 2000, English/French)	
5. "Web site on Bethlehem 2000 now available in Arabic and French", press release (19 June 2000, English/French)	1258
6. "The United Nations and the question of Palestine", permanent photo exhibit (16 December 1999, English)	
7. "The United Nations and the question of Palestine", photo exhibit at UNESCO headquarters, Paris (19 May 2000, French)	
8. "The United Nations and decolonization", web site (18 February 2000, English; forthcoming in Spanish and French)	
9. "Bethlehem 2000", web site (March 2000, English; Arabic and French versions created and launched on 19 June 2000)	
10. "The United Nations and the question of Palestine", brochure, to be released shortly in all six official languages and German	2157

G. Fact sheets on the work of the United Nations

	DPI Sales Other No. or symbol
"Setting the record straight: United Nations financial crisis", fact sheet (June 2000, English)	1815/R.17

H. Fact sheets issued in response to public inquiries and as part of the Department's school outreach programme (September 1999-September 2000)

(English only)

1. Directory of the United Nations system
2. Charter of the United Nations
3. "The story of United Nations Headquarters"
4. Information guide for the public about the United Nations
5. "What can I do to make things better"?
6. United Nations Headquarters internship programme
7. Employment opportunities with the United Nations
8. United Nations Member States

I. Special programmes and exhibits

Exhibits mounted from September 1999 to September 2000

1. International Year of Older Persons, "A society for all ages", DPI
2. "People on War", OCHA/ICRC
3. Exhibit on small islands, UNEP, UNDP/SIDSNet
4. Photographic exhibit, "Images of peace", DPI
5. "Day of 6 Billion", UNFPA
6. Information Fair, JUNIC
7. Paintings and calligraphy of East Asia, "Peace and Development", DPI
8. Anniversary of the Convention on the Rights of the Child, Centre for Human Rights
9. "Childhood is not child's play", UNICEF
10. World Television Forum, DPI/RAI Radiotelevisione Italiana
11. Commemoration of the Day of Solidarity with the Palestinian People, Division for Palestinian Rights
12. Youth and AIDS, World AIDS Day launch, UNICEF
13. "Visions of the new millennium", DPI and International Paint Pals
14. "Keepers of the wisdom: local cultures, global perspectives", photography exhibit, DPI/Canon
15. Designs by interior design and architectural students during the annual session of the Commission on Human Settlements, Habitat
16. Fiftieth anniversary of WIPO
17. "Orbit photographic views of the Earth from outer space", DPI/National Geographic Society
18. "Visas for Life: the righteous diplomats", UNHCHR/DPI
19. World clay assemblage, CSD/Common Ground world project
20. "One heart — one world", 100 paintings inspired by poems written by the physically challenged, UNESCO/DPI/NHK Japan Broadcasting Corporation
21. Nuclear Non-Proliferation Review Conference exhibit, IAEA
22. Fifty years of providing social services to Palestine refugees in the Near East, UNRWA
23. Fourth International Cartoon Exhibition: "Twenty-first century humanity in nature", UNEP/Kyoto Seiko International Cartoon Congress
24. "Progress of the world's women", UNIFEM
25. "Development and international cooperation in the twenty-first century: the role of information technology in the context of a knowledge-based global economy", DPI/Economic and Social Council

26. "Regional cooperation for disaster response in the Americas", PAHO, WHO/Permanent Mission of Columbia

27. United Nations millennium exhibit in aid of UNICEF: "Our world in the year 2000", UNICEF/DPI/Winsor and Newton

28. Photographic exhibit, Sebastião Salgado, "Migrations" and "Children", DPI/UNICEF/Aperture

Travelling exhibits

Exhibits designed and produced by DPI in New York and installed at other locations, as indicated:

1. "United Nations peacekeeping: a half-century of experience", Munich, Kiel, Berlin, Tokyo, Accra and Harare

2. "The United Nations and the question of Palestine", Paris

III. Briefings for non-governmental organizations

1. Commemoration of the International Day of Older Persons and launch of the International Year of Older Persons (30 September 1999)

2. An overview of the fifty-fourth session of the General Assembly (7 October 1999)

3. International Day for the Eradication of Poverty: a focus on women (14 October 1999)

4. The Chemical Weapons Convention and the Biological and Toxin Weapons Convention: status reports on the Comprehensive Test Ban Treaty (21 October 1999)

5. The United Nations involvement in Kosovo (28 October 1999) (This briefing was a live teleconference with Pristina and the United Nations Offices at Geneva and Vienna)

6. Water: a view of the world (4 November 1999)

7. Addressing psychological trauma caused by violent conflicts (11 November 1999)

8. Active ageing: promoting prevention and rehabilitation (18 November 1999)

9. Accessibility for all for the millennium (2 December 1999)

10. The twenty-first century, an era of human rights: the fight against racism, preparations for the World Conference (9 December 1999)

11. The United Nations Millennium Assembly/Summit and the Millennium Forum (16 December 1999) (Live videoconference with the United Nations Offices at Geneva and Vienna and the resource centre for the United Nations in San Francisco)

12. The campaign against the illicit arms trade (13 January 2000)

13. Update on financing for development (20 January 2000)

14. For the common good: international cooperation in the twenty-first century (27 January 2000)

15. The recent Security Council initiatives on Africa (3 February 2000)

16. Caring communities for the twenty-first century: imagining the possible: towards a community for all (10 February 2000)

17. Update on East Timor (17 February 2000)

18. World Summit for Social Development five-year review: update on preparations (24 February 2000)

19. Drug control: international and local perspectives (2 March 2000)

20. Deconstructing masculinity: a focus on boys (9 March 2000, in connection with International Women's Day)

21. Update on the International Criminal Court (23 March 2000)

22. Water for the twenty-first century (30 March 2000)

23. The Millennium Forum and the Secretary-General's report to the Millennium Summit (6 April 2000) (Live videoconference with United Nations Offices at Geneva and Vienna and the resource centre for the United Nations in San Francisco)

24. The Tenth United Nations Congress on the Prevention of Crime and the Treatment of Offenders (13 April 2000) (Live videoconference with panel assembled at the United Nations Office at Vienna)

25. Indigenous people and sustainable development (20 April 2000)

26. Solutions for the new millennium (27 April 2000), part of the Ninth Annual Conference on World Information Transfer

27. Trafficking in Women (4 May 2000)

28. The Secretary-General's Millennium Report: responses from NGOs (11 May 2000)

29. Families: agents and beneficiaries of development and social progress (18 May 2000).

30. Five-year review of the Fourth World Conference on Women: emerging issues (8 June 2000)

IV. Video productions

1. "World chronicle", 39 30-minute panel talk shows, released between 1 September 1999 and 31 August 2000 (Nos. 751-789)

2. "United Nations in action", 58 three-to-five minute video news magazine items, released in Arabic, English, French, Russian and Spanish between 1 September 1999 and 31 August 2000 (Nos. 637-694)

3. "CNN World Report", 68 two-and-a-half-minute video news items (56 made from "UN in action" plus 12 specials), produced for CNN in English from 1 September 1999 to 31 August 2000

4. "Year in Review 1999", a 15-minute video documentary presenting highlights of United Nations activities during the year in all official languages

5. "Legacies of war", video documentary on efforts by the United Nations to alleviate the physical and psychological after-effects of war; 45-minute and 28-minute versions

6. "Armed to the teeth", video documentary produced in association with the Department of Disarmament Affairs on the proliferation of small arms around the world; 58-minute and 30-minute versions

7. "Compilation videos", regular provision of compilation video news release (VNR) and B-roll video packages to international television news syndicators on thematic and news-related United Nations topics and material pertinent to major United Nations meetings and events

8. "Economic and Social Council presentational video", four-minute curtain-raiser video on information technology and the developing world, screened at Headquarters at the high-level opening session of the Economic and Social Council

9. A 30-second television public service announcement on the theme "Women 2000", to announce the five-year review of the Fourth World Conference on Women

V. Special radio feature programmes/series

1. A two-part series entitled "The Security Council takes up the issue of AIDS in Africa", in English

2. A two-part series on dowry and bride burning in India, in English, Kiswahili and Urdu

3. A two-part series on the ethics of science, in Turkish

4. A two-part series on the International Criminal Tribunal, in Arabic and Portuguese

5. A two-part series on the Second World Water Forum at the Hague, in French

6. A two-part series on world trade and women's rights, in English

7. Two 15-minute features entitled "Globalization: key word in the community of poor nations reunited in Havana", in Spanish

8. Two feature programmes on the United Nations Conference on Trade and Development, Bangkok, February 2000, in Chinese and English

9. A two-part series entitled UNISPACE III: youth and outer space, in French

10. A two-part series on historical United Nations peacekeeping operations, in Bangla

11. A two-part series entitled "1999: the year in review", in Arabic, English, Kiswahili, Portuguese and Turkish

12. Three 15-minute features on the five-year review of the Fourth World Conference on Women, in Chinese, English and Portuguese

13. Three 15-minute features on Sierra Leone and diamonds, in Chinese, English and Russian

14. A 15-minute feature entitled "1999: International Year of Older Persons", in English, French and Russian

15. A 15-minute feature on giving globalization a human face, in English, Hindi, Indonesian and Turkish

16. A 15-minute feature on a preview of the five-year review of the World Summit for Social Development, in English and Turkish

17. A 15-minute feature on the tenth anniversary of the Convention on the Rights of the Child, in Arabic, English, French and Russian

18. A 15-minute feature on rebuilding East Timor's shattered media, in English and Turkish

19. Two features entitled "UNRWA: 50 years of field work: refugees speak", in Arabic

20. A 15-minute feature on racism and xenophobia, in Spanish

21. A 15-minute feature entitled "Bethlehem 2000, the star of the millennium", in Spanish

22. A 15-minute feature on the twenty-second special session of the General Assembly, on the five-year review of the Global Conference on the Sustainable Development of Small Island Developing States, in English and French-Creole

23. A 15-minute feature on the Millennium Report of the Secretary-General, in English

24. A 15-minute feature on the International Day of Solidarity with the Palestinian People in Arabic

25. Some 76 feature programmes on women, in Arabic, English and Spanish, on such topics as: status of women 2000; sexual health as a woman's right; the commitments of Beijing and its follow-up; trafficking in women; women and water; women at the peace table; a mother's rights to recover her children; and women and the eradication of poverty

VI. Electronic publishing

A. DPI on-line publications

1. *Development Business* on-line (http://www.devbusiness.com)

2. *UN Chronicle* (extracts) (English: http://www.un.org/Pubs/chronicle; French: http://www.un.org/pubs/french/chronique)

3. *Africa Recovery* (http://www.un.org.ecosocdev/geninfo/afrec) (also posted in French and Spanish)

4. *UN in Brief*, new version (www.un.org/Overview/brief.html) (also posted in Chinese and Spanish)

5. *United Nations conferences and observances* (www.un.org/events/ref39htm) (also posted in French)

B. Original output by the Department available only on the Internet

1. Introduction to United Nations peacekeeping, update of DPI/2004, "Introduction"; available through the peacekeeping web page, in conjunction with regular updates of mission fact sheets
2. Nine fact sheets on United Nations political and peace-building missions in Africa, available through the web page entitled "United Nations in Africa"
3. The United Nations publications web page contains comprehensive information on sales publications; including English, French and Spanish titles as well as those of a number of United Nations funds and programmes (http://www.un.org/publications)
4. United Nations Bookshop web page; customers from around the world can visit the United Nations Bookshop and view a wide variety of products, including books, posters and gift items relating to the Organization and the many issues in which it is involved (www.un.org/Pubs/bookshop)

C. Web page design/United Nations materials made available by the Department on the Internet

1. Coverage of the Secretary-General's reports, press conferences, articles, statements and travels
2. Coverage of Millennium Summit and Millennium Assembly, including live web cast, and posting texts of all statements
3. Coverage and live web cast of Security Council meeting at head-of-state/head-of-government level, including posting texts of all statements
4. Live web cast of the fifty-third annual DPI/NGO conference
5. Report of the Panel on United Nations Peace Operations (A/55/305-S/2000/809)
6. Web page for the United Nations Conference on the Illicit Trade in Small Arms and Light Weapons in All Its Aspects
7. Web page for International Youth Day
8. Web page for the Third United Nations Conference on the Least Developed Countries
9. Substantive session of 2000 of the Economic and Social Council, including live web cast of the high-level segment
10. Live web cast and coverage of the twenty-fourth special session of the General Assembly
11. Live web cast and coverage of the twenty-third special session of the General Assembly

12. Web page for the Secretary-General's Millennium Report in all six official languages
13. Bethlehem 2000 web page in Arabic, English and French
14. Report of the Panel of Experts on Violations of Security Council Sanctions against UNITA
15. Compendium of resolutions adopted at the fifty-fourth session of the General Assembly
16. The Secretary-General's Commonwealth Lecture, entitled "Africa: maintaining the momentum"
17. Security Council resolutions, 1946-2000
18. Web page for the International Day of Women
19. Web page on floods in southern Africa: What can you do to help?
20. Web page on the United Nations and decolonization
21. Coverage of the tenth session of the United Nations Conference on Trade and Development
22. Educator's Day at the United Nations
23. Coverage of the United Nations Congress on Crime Prevention and Treatment of Offenders, Vienna
24. Coverage of Security Council meeting on the situation in Africa: the impact of AIDS on peace and security in Africa
25. Secretary-General's video message for the new millennium
26. "UN 2000" in lights: picture and press release
27. Web page for the World Summit for Social Development and beyond
28. Web page for Human Rights Day, 1999
29. Secretary-General's Op-Ed article in the *Wall Street Journal*
30. Live web cast of United Nations World AIDS Day programme
31. Web page on the Chernobyl disaster: international cooperation to study, mitigate and minimize the consequences, English and Russian
32. United Nations World Television Forum, 1999
33. Secretary-General's interview for *Time Magazine*
34. Secretary-General's UN Day message (text, audio and video)
35. CyberSchoolBus: UN Day Instant Q&A
36. The Secretary-General and the "moment of unity", Video
37. NETAID music and technology join forces to battle poverty
38. Listing of all the Presidents of the Security Council (1946 to present)
39. Coverage of the twenty-second special session of the General Assembly

40. Web site for the International Day of Older Persons

41. Two concepts of sovereignty, article by the Secretary-General in the *Economist*

42. An increasing vulnerability to natural disasters, article by the Secretary-General in the international herald tribune

43. Presidency of the General Assembly, new web page

44. Coverage of the fifty-fourth session of the General Assembly

45. International Day of Peace

46. Annual report of the Secretary-General on the work of the Organization, 1999

47. System-wide calendar of special events and exhibits at United Nations Headquarters

D. Dag Hammarskjöld Library's on-line research tools

1. UNBISNET, major bibliographic and factual databases (http://unbisnet.un.org)

2. Documents alert, identifies important United Nations documents, including brief annotations (http://www.un.org/Depts/dhl/da)

3. UN-I-QUE (United Nations Info Quest), database providing quick access to document symbols/sales numbers of selected United Nations materials from 1946 (http://www.un.org/Depts/dhl/unique)

4. United Nations documentation research guide, an overview of United Nations documentation (http://www.un.org/Depts/dhl/resguide)

5. United Nations system Pathfinder, guide to major United Nations and specialized agencies reference sources and frequently requested reports (http://www.un.org/Depts/dhl/pathfind)

E. On-line research tools of the Cartographic Section

1. Cartographic site, containing up-to-date peacekeeping maps, regional and country profile maps, as well as information on cartographic resources (http://www.un.org/Depts/Cartographic)

F. Joint ventures

The Sales and Marketing Section/DPI is cooperating with ICSC, DESA, OLA and ITSD to make available subscription via the Internet to the Daily Subsistence Allowance Rates (DSAR), the *Monthly Bulletin of Statistics*, the United Nations Treaty Collection and the Official Document Service (http://www.un.org/Pubs/whatnew/electron.htm)

VII. Other major activities

A. Public services

		Number
1.	Participants in guided tours at Headquarters, January-June 2000	210 882
2.	Group briefings organized at Headquarters, January-June 2000	
	Number of briefings	386
	Number of groups	179
	Number of participants	12 940
3.	Speaking engagements away from Headquarters organized by the Group Programmes Unit	
	Number of engagements, January-June 2000	20
	Audience	5 320
4.	Video-conferences organized by the Group Programmes Unit	
	Number of video-conferences	20
	Audience	2 355
5.	Queries from the public answered by the Public Inquiries Unit, January-June 2000	20 940

B. Office of the Spokesman for the Secretary-General, September 1999-August 2000

		Number
1.	Press conferences by Member States	93
2.	Press conferences/encounters by/with the Secretary-General and senior officials	
	Secretary-General	
	Press conferences	39
	Press encounters	98
	Senior officials	291
3.	Interviews with the Secretary-General or media outlets representing all regions	50

C. Sales and Marketing Section

1. Promotional output, October 1999-September 2000

   The United Nations Publications Catalogue 2000, English and Spanish versions, as well as catalogues on environmental and women's issues, and UNICEF and UNU publications, were produced and mailed to customers; 18 individual sales brochures were produced and mailed, including promotions in the areas of statistics, social issues, women, ageing, drugs, and world economics; displays of United Nations publications were coordinated at 30 book fairs and professional conferences worldwide; over 70 journal advertisements promoting United Nations publications were placed in key professional and academic media

2. Cooperative distribution arrangements to sell publications were undertaken with UNU, UNICEF, UNDP, UNEP, INSTRAW, UNFPA, UNOPS, UNIDO, UNHCR, IOM, HABITAT and ITC

3. A total of 24 new co-publications and reprint contracts relating to United Nations publications were concluded during the period

D. Cartographic Section, September 1999-August 2000

		Number
1.	Preparation of maps	
	New maps	29
	Revision of state, regional and world maps	34
	New peacekeeping maps	9
	Revision of peacekeeping maps	48
2.	Provision of maps	
	Black and white prints and film negatives for reproduction	223
	Digital files	73
	Large format colour plots for briefings	95
	Colour copies for meetings etc.	105
3.	Permission to reprint maps by external publishers	179
4.	Editorial service for clearance of maps	218
5.	Management of the Cartographic web site	
	Technical queries handled	120
	Editorial service for clearance of maps	218
	Other queries (compliments, redirected, automatic responses)	130

E. Dag Hammarskjöld Library

		Number
1.	United Nations depository libraries worldwide, as of 30 June 2000	384
2.	Exchange arrangements with institutions worldwide, as of 30 June	1 239
3.	Electronic resources available in the Library, as of 30 June 2000	334
4.	Missions, Governments and intergovernmental offices with access to web-based UNBISnet database, as of 30 June 2000	Open to all
5.	United Nations System Consortium, as of 30 June 2000	40
6.	United Nations documents and publications acquired, July 1999-June 2000	178 221
7.	Specialized agencies documents and publications, July 1999-June 2000	2 407
8.	External publications acquired, July 1999-June 2000	90 582
9.	Records added to UNBIS, July 1999-June 2000	32 421
10.	Group training on the Internet, United Nations documentation etc. organized by the Library, July 1999-June 2000	66
11.	Digitized documents uploaded to the optical disc system, July 1999-June 2000	6 981
12.	Reference queries answered by the Library, July 1999-June 2000	61 662
13.	Loans processed by the Library, July 1999-June 2000	11 336
14.	Materials photocopied for Library users, July 1999-June 2000	519 118
15.	Hits at Library web site, July 1999-June 2000	1 239 544

F. Radio output, September 1999-June 2000

		Number
1.	Radio news magazines	489
2.	Radio features/regional news magazines	981
3.	Radio telephone feeds	1 286
4.	Radio bulletins and news magazines on electronic bulletin board (English, French and Spanish)	628
5.	Radio programmes disseminated on the Internet (Arabic, Chinese, English, French, Russian, Spanish and other languages)	260
6.	Radio programmes posted on the Internet (Arabic, Chinese, English, French, Russian, Spanish and other languages)	931

G. United Nations television and video, September 1999-June 2000

		Number
1.	Bookings	
	Events covered	890
	In-house services (dubbing, mixing, narrating etc.)	1 248
	Services to outsiders (broadcasters, correspondents)	273
	Total	**2 411**
2.	Requests	
	Number of tape requests	409
	Number of tapes duplicated	549
3.	Service to syndicators	
	Feeds	1 689
	Packages	849

H. Audio-visual, September 1999-June 2000

		Number
1.	Audio: events covered	1 935
	Incoming materials	
	Feeds	392
	Interviews	186
	Radio programmes	2 708
	Dubs	14 288
	Loans	4 098
2.	Visual	
	Number of requests (including research)	363
	Number of video tape duplications (excluding film transfers done by outside film lab)	534
	Number of events/productions logged	1 327
	Number of events requiring in-depth cataloguing (including conversion of index cards)	490

I. Photographic, September 1999-June 2000

		Number
1.	Number of photo postings	250[a]
2.	Number of photos downloaded from United Nations web sites	884 094
3.	Customer requests	1 002[a]
4.	Pieces distributed	5 834[a]
5.	Rolls	2 136[a]
	Secretary-General's trips	109[a]
	Secretary-General — other coverage	276[a]
	Field	9[a]
	United Nations meetings	667[a]
	Other events	750[a]
6.	Photos added to photo library	1 112[a]

J. Promotion/distribution, September 1999-June 2000

		Number
1.	Radio	
	Audio cassettes	65 000[a]
	Audio tapes	5 200[a]
2.	Video and promotional materials	
	TV/video catalogues distributed	800
	Brochures/colour leaflets, booklets	8 000
	Loaned videos	54
	Videos (screened in-house)	50
	Video programmes distributed	8 440
	Satellite programmes (200 million households)	5
3.	"Daily highlights"	231
4.	Press releases produced in English	1 157
5.	Press releases produced in French	1 044
6.	Coverage of briefings	287
7.	Permanent accreditation of correspondents processed, January-July 2000	1 017
8.	Temporary accreditation of correspondents processed	1 391

K. Multimedia productions, September 1999-June 2000

		Number
1.	Multimedia web pages produced	66[b]
2.	Audio files digitized/encoded (not including radio output on the web)	2[b]
3.	Video files encoded/digitized	2[b]
4.	Animated graphics	10[b]

Notes

[a] Estimated based on last year's statistics.

[b] Including web production for the following: International's Children Film Festival 1999, United Nations Day 1999, "Year in review 1999" and the ongoing restructuring of the News and Media Division's multimedia web pages (radio, television and video and photo areas).